



Purpose

This policy explains how Altona Meadows Primary School proposes to manage common enquires from parents and carers. It applies to school staff, and all parents and carers in our community.

Rationale

Altona Meadows Primary School understands the importance of providing helpful and timely responses to common enquires from parents and carers. To ensure that members of our school community are directed to the most appropriate person to assist them, the information below outlines key contacts for common queries:

- To report a student absence, please contact our office staff on 9369 1288
- To report any urgent issues relating to a student on a particular day, please contact our Principal, Emma Hampton or Acting Assistant Principal, Greg Hall on 9369 1288
- To discuss a student's academic progress, health or wellbeing, please contact your child/s classroom teacher
- To make a complaint, please contact our Principal, Emma Hampton on 9369 1288 or email Attention Emma Hampton to altona.meadows.ps@education.vic.gov.au. Please also refer to our grievance policy on our school website
- To report a potential hazard or incident on the school site, please contact our Principal, Emma Hampton or Acting Assistant Principal, Greg Hall on 9369 1288
- For parent payments, please contact our Business Manager, Kerrie Risk on 9369 1288 or email Attention Kerrie Risk to altona.meadows.ps@education.vic.gov.au
- For all other enquires, please contact our friendly office staff on 9369 1288

School staff will do their best to respond to general queries as soon as possible and ask that you allow us 2-3 working days to provide you with a detailed response. We will endeavour to respond to urgent matters within 24 hours, were possible.

Requests for Information

Parents and carers are generally entitled to information ordinarily provided to parents, including school reports and newsletter.

Parents and carers seeking information that is not ordinarily provided to parents are encouraged to apply for access through the Freedom of Information process, or, if the information is sought for use in court proceeding, by issuing a subpoena.

Freedom of Information requests should be directed to:

Manager – Freedom of Information Unit
Department of Education & Training
2 Treasury Place
East Melbourne VIC 3002
03 9637 3134

Evaluation:

- This policy will be reviewed as part of the school's three-year review cycle.

This policy was last ratified by School Council in....

August 2021